



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending December 31, 2009

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$5,207.13	\$4,543.36	\$2,715.11	\$12,465.60
B. Number of credits issued for repairs - 24 - 48 hours	1,523	1,310	1,631	4,464
C. Number of credits issued for repairs - 48 - 72 hours	158	200	251	609
D. Number of credits issued for repairs - 72 - 96 hours	65	27	64	156
E. Number of credits issued for repairs - 96 - 120 hours	15	12	22	49
F. Number of credits issued for repairs > 120 hours	9	6	10	25
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	8,112	6,955	8,986	24,053
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$12,377.72	\$25,536.75	\$8,977.48	\$46,892.00
B. Number of installations after 5 business days	205	122	103	430
C. Number of installations after 10 business days	0	1	2	3
D. Number of installations after 11 business days	15	17	12	44
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2,874	2,106	1,708	6,688
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$73,350.00	\$51,500.00	\$76,500.00	\$201,350.00
B. Number of customers receiving credits	1,461	1,026	1,519	4,006
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments